

Abstract

5 A method and system are provided for generating statistical information from
input data relating to the operation of a monitored system over time. The
monitored system is preferably a contact centre or call centre. The method
involves pegging input data relating to the operation of the system over a finite
time interval and storing this pegged data in a record so that the contents of the
10 record are identifiable according to the finite time interval to which the data
relates. This pegging is repeated continually resulting in a large number of records
being stored, each containing data relating to a short time interval. The pegged
data from the relevant records can then be used multiple times in a variety of
statistical threads or windows rather than having each statistical thread engine peg
15 the information it requires separately.